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PMAANZ Matters Newsletter

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March 2019

Dear Carole,

I hope you have enjoyed a lovely summery break and that 2019 has got off to a positive start!

This issue we have some really exciting contributing articles on "Stress and Safety in the Workplace, Employment Changes and Eight ways to Enjoy Work More".

Your Executive and our fabulous Chair, Henrietta, have been busy planning some great things for PMAANZ in 2019.

So read on to learn more about what's ahead for PMAANZ and of interest to you as our valued members.

If you want to jazz up your workspace, [Art Bureau](#) has some awesome pieces for lease so be sure to check out their advert at the very end.

I hope you enjoy the read and I wish you all a wonderful week!



Remember, if you have any items that you wish to contribute to future issues, please send them through to secretary@pmaanz.org.nz

Warmest regards

Heidi Bubendorfer | Executive National Secretary

FROM THE CHAIR



Kia Ora Koutou te whanau o PMAANZ

Autumn is well and truly upon us and traditionally a time of harvest. My whanau were blessed with some peach trees four years ago and have been overwhelmed by our harvest this year. We harvested and bottled eight banana sized boxes full of peaches from one tree, we have three! Just as well we love peaches and have a big whanau.

Due to unforeseen circumstances, our newly elected Branch Liaison Sue Neems has resigned from the Executive. We thank Sue for her contributions to the Executive and wish her well in her future endeavors. Sue promises to continue to be an active PMAANZ member and Auckland Branch committee member. Sue hopes to provide us with a book review or two for our PMAANZ newsletter.

Your Executive have hit the ground running this year and have many exciting events planned for our members. Thank you, team, for your enthusiasm.

I have had the pleasure of representing PMAANZ round the table at GPLF (General Practice Leaders Forum), GPNZ (General Practice New Zealand) and PSAAP meetings. There are many passionate health leaders around these tables and lots of thought-provoking discussions.

Practice life is also set to get busier and I hope we are all preparing for the many legislative changes and end of financial year ahead.

General Practice, Practice Managers please keep a close eye on your emails for PMS Vendor uploads and Ministry of Health notifications to simplify the National Enrolment Service roll out prior to 1st April 2019. Please contact your PHO should you need any additional information.

If you are responsible for Payroll in your organization, are you ready for PAYE same day filing implementation on the 1st of April? Inland Revenue have communicated upcoming changes extremely well. Payroll vendors have adapted their software to comply with changes.

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communities please nominate!

Upcoming events to look forward to:

- PMAANZ Leadership Day June 2019 – Flyer to be emailed end of March
- Practice Manager of the Year nominations open 1 April 2019
- Road Show – Planning is well underway, PMAANZ coming to a town near you July-August. Details to be emailed end of April.
- Conference 12th – 14th September – Claudelands Show Grounds, Hamilton

When was the last time you attended a branch meeting or visited the PMAANZ website? Please feel free to contact your Executive, Branch Chair or website to find out when your next local education session is being held. Thank you to our Branch Chairs and local committees for your continued support to our members.

Whāia te iti kahurangi ki te tūohu koe me he maunga teitei - Seek the treasure you value most dearly: if you bow your head, let it be to a lofty mountain

This whakatauki is about aiming high or for what is truly valuable, but its real message is to be persistent and don't let obstacles stop you from reaching your goal.

Naku noa, Na
Henrietta Taia
PMAANZ Chair



NEW MEMBERS

The Executive would like to warmly welcome the following new PMAANZ members. We look forward to meeting you in person, and hope that you engage fully and benefit greatly from your membership.

- Amanda Sopp - Auckland
- John Galvin - Wellington
- Seema Kumar - Wellington
- Emilly Bell - Wellington
- Liz Backhurst - Canterbury
- Sarah Bowden - Auckland
- Hayley Whittaker - Auckland
- Martin Hill - Auckland
- Elsie Robertson - Wellington
- Clivenn Naepi - Auckland



GPDOCS
Documenting your practice management

Addressing stress in the practice team

When a patient had a stroke in the middle of the busy reception area, the practice team swung into action. They fetched clinicians from their rooms, evacuated the waiting area, and turned arriving patients away from the front door. Clinicians performed CPR for 40 minutes before the patient was stabilised and a helicopter could take him to hospital. The practice manager had to contact the next-of-kin as clinicians were all too busy.

When the helicopter finally departed for Christchurch Hospital, the whole practice team were left feeling shaken and numb. The man had been waiting for a routine blood test, was low risk, and there was no indication anything was wrong until the nurse called him.

Working in general practice can be stressful, and it's not just clinical staff who feel the effects. There are unforeseen medical emergencies, aggressive patients, tight budgets, being on call, dealing with illness and death, and making decisions that could have serious consequences for patients. It's a no-brainer that the mental health of anyone who works in a general practice team could be affected.

What is stress?

Stress is not a clinical condition in itself. But stress can cause difficulties concentrating, insomnia, and irritability, can affect someone's ability to work effectively, and can cause friction in the workplace. Stressful experiences at work can also cause team members to suffer from anxiety or post-traumatic stress disorder.

The Health and Safety at Work Act 2015 requires every workplace to have systems in place for managing health and safety, including mental health.

What can practice managers do to identify and eliminate or minimise the risks?

Step One: Include work factors that cause stress in the Hazard Register

Difficult patients, stress caused by serious and terminal diagnoses, patient deaths, heavy workloads, difficult decision-making, working on call, and pressure due to time constraints are all valid hazards and should be considered.

Step Two: Assess the risk of harm being caused by stress

The health care industry has a high number of intrinsic stressors that may be intense and unmanageable at times. Health problems associated with stress can include:

- Depression and other mental illnesses

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- Peptic ulcers and other gastrointestinal problems
- Allergies
- Alcohol and drug addiction

Step Three: Determine how the hazards can be eliminated or minimised

Although some stressors can't be eliminated completely, identify measures to minimise them.

For example:

- Rotating work so that frontline staff spend time working in the "back room".
- Carefully selecting people who are best suited to highly stressful work.
- Providing opportunities for the team to share stressful experiences, such as team debrief sessions, or including stress as an agenda item for team meetings.
- Offering ongoing support such as counselling if a particularly stressful situation has happened.

Workplace wellbeing programmes can help staff to look after their own mental health, as well as raising awareness of how to recognise and cope with stress both at home and at work.

As with managing all aspects of the practice, well-written, easy to access policies and procedures on stress and wellbeing play an important part in communicating expectations and the processes in place to manage stress levels in the workplace.

What if someone reports that they are stressed?

Reports of stress should be responded to quickly by investigating the report and putting measures in place. WorkSafe give practical suggestions on how to do this.

If someone claims that stress is making them ill, advise them to seek medical advice. To determine the steps needed to protect the staff member's health, you will need to know:

- the clinical diagnosis
- work factors the person believes are contributing to their ill health
- whether the person is able to work safely.

Sometimes a chat can help

And don't forget the simple things, such as asking team members if they're OK after a difficult situation, offering a chat over a coffee, or passing around a condolence card when a patient passes away for staff to express their sympathy.

More information

This article only briefly covers workplace stress. For more information and guidance, see:

WorkSafe NZ: [Work-related stress](#)

Worksafe NZ: [Healthy Work: Managing stress and fatigue in the workplace](#)

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Employment Changes on the way

- Employment Relations Act Amendment 2018
- Domestic violence leave
- Minimum wage

The Employment Relations Amendment Act 2018 was passed on the 5th December. Some changes are already in effect with more to come in May.



Here are changes that are already in place:

1. If requested by employees, reinstatement will once again be the first remedy the Employment Relations Authority will consider for employees that have been unfairly dismissed. **This is a return to the position prior to employment legislation changes in 2011, where reinstatement was the primary remedy.**
2. Businesses must now enter into bargaining for multi-employer collective agreements if the business is requested to do so by the union. This will be relevant for many practices as the Primary Health Care (PHC) MECA with the NZ Nurses Organisation (NZNO) covers practice nurses, receptionists and administration staff.
3. Union representatives can now enter workplaces without consent providing the employees are covered under, or bargaining towards, a collective agreement but they can still only enter a workplace for certain purposes related to union activities and health and safety matters.

From 6th May 2019 more changes will come into effect that will be relevant for most practices, to some degree:

1. 90-day trial periods will be restricted to businesses with less than 20 employees. The same rules for using trial periods will continue to apply – they are for new employees only, must be agreed in writing, and signed by the employee before they commence work. Businesses with 20 or more employees will not be able to enter into trial periods from 6th May onwards so it will be even more important to have a structured and robust recruitment process for all new employees.
2. The right to set rest and meal breaks will be restored. Employers and employees will agree when breaks are to be taken but if they cannot agree, the law will require the breaks to be in the middle of the work period, providing it's reasonable and practicable. The number and duration of breaks depends on the hours worked. For example, an eight-hour work day must include two paid 10-minute rest breaks and

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3. The 30-day rule will be restored where a collective agreement applies. Many general medical practices are party to the PHC MECA and for those that are, new employees must be employed under the terms of the PHC MECA for the first 30 days. Employers will be required to pass on union (NZNO) information to prospective employees and unions must supply the employer with this information. Employers will need to provide new employees with an approved 'Active Choice' form within the first 10 days of employment, giving them time to talk to the union to decide whether to join a union or stay on the individual employment agreement. Employers will then need to provide the completed form to the union (or advise that the form has not been completed) within 10 working days of the end of the 30 day period.
4. Employers will need to allow union delegates reasonable paid time to undertake their union activities, like representing employees in collective bargaining. Employees will need to agree this with their employer or, at a minimum, notify them in advance. Employers can refuse only if this would unreasonably disrupt the business or the performance of the employee's duties.

Domestic violence leave

This legislation comes into effect on 1 April 2019 and is designed to help people affected by domestic violence.

The legislation gives people affected by domestic violence an additional 10 days leave per entitlement year (after the initial 6 month criteria) and allows them to request a short term variation to their working arrangements up to two months. Requests must be dealt with in the same way as any request under the Flexible Working arrangements legislation.

To be entitled to this leave, an employee will need to have had six months continuous employment or have worked

- at least an average of 10 hours a week over the previous six months; or
- no less than one hour in every week during that six month period, or no less than 40 hours in every month during that period.

Payment for domestic violence leave is the equivalent to the relevant daily pay for each day of leave taken by the employee. The employer will not be required to pay for leave that is covered by accident compensation.

Employers may request proof that the employee has been a victim of domestic violence if they apply for domestic violence leave.

Domestic violence leave cannot be carried year to year and there is no requirement to pay out unused balance at any time.

Minimum wage

If you have employees on salary, the hourly rate must equate to at least the minimum wage.

If you need help with understanding how these changes will impact on your practice you can contact the MAS HealthyPractice team on 0800 800 627 or email business@mas.co.nz or we recommend you seek legal advice.

For those of you who haven't already seen it, you can check out our new website at <https://www.healthypractice.co.nz>.

Fiona Mines

HealthyPractice[®] Adviser, MAS

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Interesting reading in NZ Doctor

Interesting reading in the NZ Doctor

'You've got a friend.' Practice managers offer and seek support in broad role. [Click here to read.](#)



UPDATES FROM YOUR EXECUTIVE

Treasurer

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This month I have taken the opportunity to praise our wonderful Receptionists in the next NZ Doctor Magazine. They are the glue that hold our practices together and I believe their role in the practice is often underestimated. I talk about the many skills and tasks required to effectively work in the role, and also tips for recruitment, training and ongoing development. Send your team along to this year's Receptionist Day at the PMAANZ Conference. Saturday 14 September 2019 at Claudlands Arena, Hamilton. This year's theme for the Conference is 'Industry Transformers', and breakout sessions are based on 5 topics – Directional, Functional, Satisfactory, Diversification and Inspirational. A First Aid course is also on offer for an additional cost.

Visit our website for more information on Education and Conference Registration – www.pmaanzt.org.nz

Lana McNicholas - Treasurer



Education

Kia ora koutou

Welcome to 2019 everyone J Hope your year has started well and you are all settled back into the daily grind J Not a lot from me for the first newsletter of the year, business as usual marking papers and responding to emails.

PMAANZ partnership with UNE Partnerships

Update on our partnership with UNE (The University of New England) is a public university in Australia who we connected with at AAPM back in October last year. PMAANZ is working with them provide higher Education tailored specifically for Practice Managers and Administrators in New Zealand. They will adjust the current papers that are offered in Australia to AAPM members and non-members to sit alongside our HR Law, Employment Law, Health Regulations and Compliance and Health and Safety. They will also map out the NZQA requirements.

They currently offer a Diploma of Professional Practice Leadership which they can also customise for Dental and Allied Health. This would become the Gold standard for Practice Managers as it is in Australia.

Here is the [link](#) to the training they provide which will be tailored to meet our needs and law in New Zealand. We will keep you updated. It is very exciting.

CPD Points system:

I have drafted this following the AAPM model and is basically just needing the Executive to finalise at our next meeting and we will hopefully present these on our up and coming roadshows.

Congratulations for completing your KASF Papers goes to:

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- Bridget Grace - Bronze
- Michelle Birdling - Bronze
- Jude Walmsley - Gold

Apologies if I have missed anyone out. Again, the standard has been really of a high quality and a lot of our Bronze recipients are moving straight into the silver, we are all very clever. Well done to you all.

A shout out to all the outstanding Silver and Gold KASF papers – flick me an email if you need a hand, I am aware it is mainly time issues but if you need any help let me know.

Don't forget to apply for our scholarships:

Winners announced at our annual conference in September so get your applications in.

This year our scholarships that are available to members are:

- 1 x Knowledge and Skills Framework Bronze Paper
- 1 x Knowledge and Skills Framework Silver paper
- 1 x Knowledge and Skills Framework Gold paper
- 1 x \$600 towards a tertiary paper (incl GST).

To apply for the above scholarships:

Applications are requested from current financial Ordinary or Associate members of PMAANZ. Please submit a letter of application outlining the course of study you wish to undertake and the rationale for the study. This can include the Silver and Gold level of the KASF. Please submit a minimum of 250 and a maximum of 400-word document "Describing a change you would like to introduce to the practice where you work".

OR you could do a body of work towards the Silver/Gold level e.g. teaching resources. The scholarship will be paid by reimbursement upon production of a receipt for tuition fees from the institution you will be undertaking the study with.

Email: education@pmaanzt.org.nz

That's all from me.

Michelle Te Kira - Education Portfolio



Conference

When I wrote this there were 192 days left until Conference. 192 days!!!

Now, we all know that is going to fly by – so please start thinking about registering, together with your accommodation and transport needs.

The programme is almost 75% prepared and we will have this up on the website as well. The Executive are very excited about the range of topics and presenters we have for you this year. We firmly believe that you will leave this conference with your knowledge kete full to the brim and giving you critical tools to be the “industry transformers” that we know you are.

For 2019 we are re-introducing the Receptionist Day on Saturday 14 September; we have put some special pricing around this in order to support your practice in sending as many receptionists as possible. All the details are on the website, but the pricing structure will be if you register two receptionists the third registration will be at half price.

We are also planning some additional extra-curricular activities for 2019 and will keep you posted on these as we ‘firm’ them up but as a wee tease there may be the opportunity to “shop till you drop” and “quizzical adventures”.

We have had a site visit to our venue, Claudelands Conference Centre, which we left feeling impressed and confident with the facilities. The event planners at Claudelands are professional and well-experienced in hosting conferences of our size; the amenities are top class and we have secured accommodation within central Hamilton, but only 7 minutes walking distance to Claudelands.

I would like to acknowledge the marvellous work your Conference Committee have done to get us to the stage we are at; we are feeling in control, excited and “ready to roar” ... so keep watching this space.

Have a wonderful week.

Sue Taaffe - Conference Convenor



Membership, Marketing and Branch Liaison

With Sue Neems’ resignation from the executive, I have absorbed the Branch Liaison into my existing Marketing and Membership role.

I have included the below Discussion paper by Avant and the AAPM (Australia) which I think makes for very interesting reading for all NZ Practice Managers.

The evolving role of the practice manager

The complexity of running a medical practice has increased over time. Consequently, the role of the practice manager has become multifaceted and increasingly sophisticated since the position was officially recognised more than 30 years ago.

Practice manager’s tasks today are wide ranging, depending on the type and size of the medical practice. They generally include the review and implementation of processes within the practice to increase efficiency and contribute to the goal of ‘excellence in health care’. There is also an increasing emphasis on strategic and business planning.

towards practice managers possessing higher qualifications, as well as shouldering more responsibilities and working in larger practices. Practice manager qualifications include professional practice management programs offered by institutions such as UNE Partnerships, as well as a move towards graduate and postgraduate qualifications.

The core principles of medical practice management have been described as:

- Financial management
- Compliance
- Human resource management
- Planning and marketing
- Information technology management
- Risk management
- Governance and organisational dynamics
- Business and clinical operations
- Professional responsibility

Large and complex practices are becoming increasingly more reliant on dedicated management expertise. The increased complexity and number of stakeholders a practice must manage, including interactions with external parties like District health Boards and Primary Health Organisations, means most practitioners are no longer able to run their practice in their spare time.

The current and future changes to healthcare will only increase the challenges of running a healthcare practice. However, this brings further opportunities for the practice management profession and practice managers individually, to rise to these challenges.

Successful management of change processes requires skilled operational and strategic management, and the practice management profession has much to contribute. The challenge for both the practice management industry and practice managers, is how to ensure they are, through collaboration with practice owners, healthcare practitioners and other practice staff, able to take a leading role to implement and take advantage of the changes ahead. This will not only benefit their practice but patients and the healthcare sector.

Practice managers are in an ideal position to work with practice owners and the clinical team, to achieve the required changes and to drive innovative change and improve processes. The practice manager

Significant changes affecting healthcare practice are underway and the pace of change will only increase. The ability of practices to anticipate and adapt to change will become increasingly important with more changes on the horizon for healthcare practices.

Many practice managers are already driving change in their practices via changes to systems, processes, risk management, staff culture and training to ensure the practice runs efficiently and effectively, and to deliver high quality care to patients.

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make a conscious effort to fulfil this role and be ready, willing, and well equipped for the changes to come.

This will require practice managers and the profession as a whole to implement a change agenda across a number of stakeholder groups, including the practice manager profession itself, practice owners, clinicians and government.

Mark O'Connor - Membership, Marketing & Branch Liaison

© **The practice manager: A change agent for healthcare practices, a Discussion paper by Avant and the AAPM**



FOOD FOR THOUGHT



BRANCH NEWS

Auckland Branch

Jessica is still on maternity leave with her beautiful baby boy, Jaxon.

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is with a wee bit of hesitation, but sometimes the best things are those that provide a stretch and what fun working alongside a fabulous group of practice managers and administrators.

Last month we held an education session and our first Branch Meeting of the year in Manukau with a fabulous turnout from PMAANZ members. The topics were really interesting and the feedback very positive with great questions coming from the floor. Dr Gabrielle Moss presented on Domestic violence and what we can do on a Practice level; Age concern gave detail on the many resources available in the community and Dr Kathryn Owler, spoke on managing stress at work. Kathryn has also kindly contributed to this newsletter with an interesting article on ways to have more fun at work.

Our next education session is on Friday 10th May and will be combined with our AGM so please hold that date and we look forward to another excellent turnout.

In preparation, Auckland Branch are encouraging you to send in any topic or speaker suggestions to secretary@pmaanzt.org.nz. If you have a question about anything, you can be sure there is someone else out there also wondering the same thing, so don't hesitate to send your idea or thoughts through.....

Kind regards

Heidi Bubendorfer

PMAANZ Auckland Branch Secretary

e: auckland@pmaanzt.org.nz

Waikato Branch

It is new beginnings for the Waikato branch of PMAANZ as we start the year off with a brand-new leadership team on the committee. Michelle Meenagh - West Coast Health as secretary, Teresa Waitere - South City Health as treasurer along with myself, Wendy Harris - Cambridge Medical Centre as the Chair. As a team we are grateful for all the work done by the committees before us to build up the Waikato branch.

We had our first branch meeting and education session of the year on 21st February with the very enthusiastic and knowledgeable Jo Henson. Jo spoke on values and how to engage our teams in setting, owning and implementing the practice values in all aspects of work and promoting positive behaviors. There was a good discussion afterwards at the branch meeting on how to engage our members across the region as it encompasses such a large geographical area - we welcome all feedback to make the sessions accessible and attractive to all.

We are very much looking forward to the upcoming conference in September as we get to showcase the beautiful Waikato to visiting PMAANZ members. With the inclusion of the Administrators day on the Saturday we are hoping that this attracts many of your fabulous receptions and administrators.

Our next meeting and education session is on May 23rd where we have an HR consultant

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assist her to answer your questions.

Regards

Wendy Harris

PMAANZ Waikato Branch Chair

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Canterbury Branch

Canterbury branch had a lovely end to last year with our annual lunch in December. It was a lovely way to end the year having a chance to have informal conversations and great networking with each other. We even had one of our members from the West Coast come and join us and visit a couple of Medical Centers as well.

Our first meeting back for the year was in February with IRD covering Payday filing. A good presentation with lots of questions from the members as we were either in the midst of preparation to do the changeover or just needed some more questions answered first.

Our next meeting will be networking, such a great opportunity to learn from each other and offer advice or ask that niggling question that you have burning in the back of your head!

We hope you all have a good year ahead with not too many surprises and if there are any, that they are pleasant ones.

Nicole Hill

PMAANZ Canterbury Branch Chair

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Wellington Branch

This year the Wellington branch are having sessions on Mental Health in the workplace (facilitated by Ros Webby from Dundas Street Law), IT and cybersecurity facilitated by Nick Baty, Chief Cybersecurity Officer for the Ministry of Health, and many more.

Our first meeting of the year was hosted last week at Onslow Medical Centre. OMC is a suburban practice operating out of a purpose built facility that was completed in 2015. The building incorporates energy saving and risk management features such as water storage, solar power and the use of recycled materials in the floor coverings. Two representatives from the Community Compliance team at the IRD gave a comprehensive session on pay day filing which was timely with the start date for pay day filing approaching on 1 April, 2019.

We are already looking forward to the conference in Hamilton in September.

Regards

Lyn Allen



BE HEALTHY



Eight Ways to Enjoy Work More!

Dr Kathryn Owler

We are at work a good deal of our lives. Therefore, ideally, we want to find satisfaction and enjoyment at work. Unfortunately, this is not the case for most workers. Indeed, most people are not that happy at work. What can we do then, to enjoy our work more?

Unfortunately, most people are not fully engaged at work. A recent U.S. Gallop poll suggested that about 70% of U.S. workers are either not engaged or actively disengaged. Given our similar cultures, it is likely that New Zealand shares similar, gloomy statistics.

Studies suggest that as individuals, we can act to increase our enjoyment at work though. It has been found that people who have most fun at work, have a sense of control when it comes to their experience in the workplace. They take small actions every-day to ensure they get the most out of their job. Taking control in this way, also helps to reduce stress.

Below are eight ways to take control in your day and ensure more enjoyment at work!

1. Prioritise having a good time at work by having a think at the start of each day about the best way to organise your day.
2. Hang out with positive people (as mood is contagious)
3. Help build a good collegial atmosphere of trust and warmth, so that everyone might benefit
4. Go for a walk during the day for a change of scenery and some inspiration
5. Identify those tasks you really like doing at work and make sure you get to do some every day

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7. Set healthy work-life boundaries

8. Ensure you take care of your physical health, exercising regularly to ensure you are resilient and more able to handle the challenges each day presents

You might like to pick one of these strategies and practice it this week. The important thing is to remember that you can always do something to make work more fun.

About the author

Dr Kathryn Owler is a Director of Joyworkz, an Auckland based workplace wellness company. Joyworkz services include:

- Workstation Assessments
- Workstation Assessor Training
- Workplace Wellbeing Seminars – e.g. managing stress, ergonomics, enjoying work more

For more information see: www.joyworkz.co.nz

References

Owler, K., & Morrison, R.L. (2019). I always have fun at work: How ‘remarkable workers’ employ agency and control in order to enjoy themselves. *Journal of Management & Organisation*. Submitted, in review.

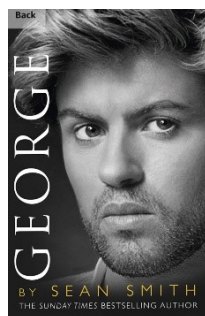
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BOOK REVIEW

Reviews by Michelle Te Kira

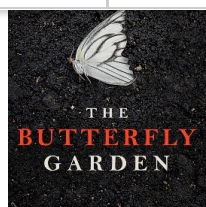
“George: A memory of George Michael” by Sean Smith



I was never a wham fan and knew George Michael songs were great and he had a magical voice, but for all you 80's and 90's clubbers out there this book will make you never listen to his songs the same again. It is a light read and I really enjoyed it and have been playing his greatest hits since. Gives a great insight into his songs and lyrics and the private shy person he was. Wasn't a huge fan growing up, but I am now.

“The Butterfly Garden” (Trilogy) by Dot Hutchinson

Book 1 in these not a light read series and pretty twisted but I could not stop reading it as

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and by the end you wonder how sane the author is, and how the hell do they come up with these story lines. Book one is hard, book two gets easier and book three thank god gets lighter. For those who like thrillers/nutcases/plot twists and nightmares.

If you get through book one then Book two is The Roses of Mat and Book three is The Summer Children.

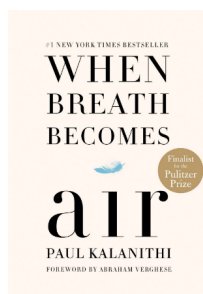
Reviews by Sue Neems

“Becoming” By Michelle Obama



I found this Intimate memoir by the former first lady of the USA to be an easy, yet profound read. I always find it interesting to see a well-known figure from their perspective. This Memoir describes her early years growing up in the South Side of Chicago, her life at Princeton, the courtship and marriage to Barack. I felt it was authentic and that she tells her story with a strong honest voice. I recommend you add this to your reading pile this year.

“When Breath becomes air” By Paul Kalanithi



This is a reflection on the challenge of facing death and on the relationship between doctor and patient written by a neurosurgeon who became both. This book is different from any I have ever read before. It is written with an emotional thoughtful perspective that is both tragic and yet with insightful reflections on values and mortality. This is a considered read and one not to be taken lightly.



SAVE THE DATE

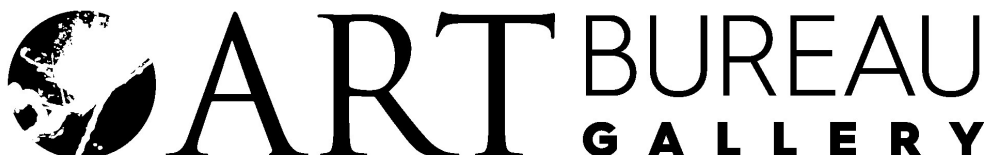
- PMAANZ 2019 Hamilton Conference - 12-14 September 2019



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We partner with hundreds of amazing kiwi artists to give you access to thousands of artworks in one place. So you can achieve the right style that fits your professional business image. Inspire employees and clients with a space that's beautiful to walk into everyday.

Selecting art for your Practice is a complimentary part of our service. Please give us a call and we will be happy to show you how different art options look in-situ on your own walls via a digital image. No obligation. Why not give it go!

Contact us now at tony@artbureau.co.nz or call 0800 278 287.

Or take a look at our website for more information www.artbureau.co.nz.

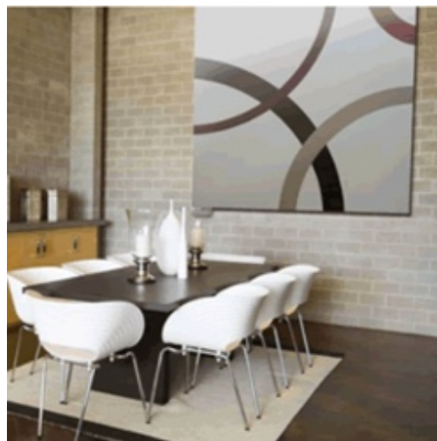
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